NCOA^{Link} LIMITED SERVICE PROVIDER
LICENSEE PERFORMANCE REQUIREMENTS

1. Purpose

1.1 The purpose of these performance requirements is to establish standard criteria of performance with which USPS requires NCOA^{Link} Limited Service Providers ("Licensees") to comply. The NCOA^{Link} Product will enable Licensees to provide the following address list services:

- New address when a name and old address match the change of address file
- Detection of undeliverable addresses due to change of address

1.2 Licensee's matching software must adhere to specific USPS requirements regarding the services as well as to the matching rules and specifications herein. Licensees must utilize Coding Accuracy Support System (CASS) certified software for ZIP+4 processing. In addition, Licensee's NCOA^{Link} system will be tested on a periodic basis.

2. Product Description and Fulfillment

2.1 The NCOA^{Link} Product utilizes what is referred to as "hash" tables. The hash tables are secure datasets that will only provide new address information when queried, through use of a software interface, with a specific algorithm of the name and old address from a mailer's address list which matches the algorithm of the information as it appears on a Change of Address form (PS 3575).

2.2 The input algorithm uses a complete name, a 9-digit ZIP+4 Code and a parsed address to obtain a match to a COA. The NCOA^{Link} Product cannot assign a ZIP+4 nor will it respond to a non-ZIP+4 coded address.

2.3 Licensee is responsible for obtaining all necessary software. A software interface, which must be written or purchased, will customize the type of input format, provide the desired output, and contain appropriate links with ZIP+4 matching software.

2.4 Weekly updates containing the 18-month NCOA^{Link} Product datasets will be provided via DVD to Licensees. Licensees must utilize the current CASS ZIP+4 product with the NCOA^{Link} updates to provide the up-to-date address. Refer to Exhibit A for acceptable use dates of the ZIP+4 product.

2.5 Multiple service offerings are optional for Limited Service Provider Licensees:

    2.5.1 Additional processes, such as ZIP+4, Delivery Point Validation (DPV) and LACS^{Link}, can be run either independently or interactively with NCOA^{Link} processing. The software required for processing multiple services may be bundled as a single integrated software package or provided separately for each individual service. In addition, each product or service may have separate licensing requirements including fees.

    2.5.2 Prior to NCOA^{Link} processing, input addresses presented to NCOA^{Link} must be processed through CASS certified matching software to obtain ZIP+4 coded, parsed addresses. The ZIP+4 coded, parsed result and the corresponding name will be used to query NCOA^{Link}. ZIP+4 results must be obtained within the valid window for processing based on the date NCOA^{Link} processing is performed and the chart of valid ZIP+4 dates provided in Exhibit A.

3. General Requirements

3.1 Any Licensee wishing to provide NCOA^{Link} processing must first obtain (either by purchase or developer license) a licensed and certified Interface Product. The Interface must be reviewed, tested, and approved for use at Licensee's site(s) by USPS prior to any actual NCOA^{Link} processing occurring in a production environment to ensure that all license requirements are met. After review and testing, USPS will provide Licensee with written approval (in the form of a License Agreement) of their use of certified NCOA^{Link} system.

3.2 Licensee, in order to utilize the NCOA^{Link} Product, must meet all requirements and specifications contained within the License Agreement and the most current version of the Licensee Performance Requirements, unless explicitly allowed, prohibited, or modified by USPS in writing. Copies of these documents, the Certification Procedures and any new updates to the documents will be posted on the RIBBS website at http://ribbs.usps.gov/files/NCOALink.

4. Specific Requirements

4.1   Licensees must use USPS certified NCOA^{Link} software to access the NCOA^{Link} Product.

4.2   Licensee must use USPS CASS certified Address Matching software parsed, standardized output to query the NCOA^{Link} Product.

4.3   Licensee must adhere to the provisions of Standards of Performance as detailed in Section 7.

4.4   Licensees must provide all specific reports as required in Section 8.

4.5   Licensees will assign each Mailing List a unique ID as defined in Section 8.2.

4.6   Licensees must be capable of:

a)   Responding to all address inquiries from subscribers and the Licensor.

b)   Updating the system with full file replacement weekly via DVD.

c)   Updating ZIP+4 and City State Products monthly.

d)   Providing customers with Delivery Point Code Information for all input addresses that are ZIP+4 coded via ZIP+4 process and all new addresses returned as a result of a match to NCOA^{Link}.

e)   Offering processing options to clients on basis of file content and process frequency.

f)   Licensee shall provide USPS with access to any resource used in performance of this license and with the necessary equipment and/or reports to monitor performance at Licensee's facility.

5. Basic NCOA^{Link} Product Output

5.1   Standardized return codes have been established to provide consistency of products and facilitate USPS evaluation of customer data.

5.2   For each address submitted by a customer, Licensee's NCOA^{Link} software must be able to return the following output:

a)   Each original unaltered input name and address as it was presented.

b)   The standardized input address appended with the correct ZIP+4/DPC, other postal values and any other intelligence flags or footnotes that result from the CASS processing segment.

c) For each mailing address for which there is a match to the NCOA^{Link} Product, a standardized new address with 11-digit Delivery Point Barcode (DPBC) and standard return codes as listed in Exhibit B.

d) When a match is made, the following elements must be returned: the move effective date, the specific name and address utilized in the query that obtained the match, and the move type. The move type is determined by the Interface based on the specific name inquiry utilized to obtain the match.

e) For each mailing address for which there is not a match to the NCOA^{Link} Product, the Interface shall return all elements as appropriate under items a and b as well as any standard return codes as may be appropriate as listed in Exhibit B.

f) The urbanization name information, when applicable.

g) The carrier route information for new (updated) addresses.

h) Processing summary report containing information to identify the specific list and the statistics resulting from the NCOA^{Link} process performed on the list.

6. *Quality Standards and Testing Criteria*

6.1 The NCOA^{Link} Product will be subject to periodic audit and evaluation of the organization's NCOA^{Link} process and its adherence to the conditions of the NCOA^{Link} License Agreement. Please note that the USPS audit file must be processed through the same NCOA^{Link} system, including any and all pre- and/or post-processes, Licensees utilize for customer processing.

6.2. The NCOA^{Link} software will provide the necessary output as described in Section 5 utilizing the specific USPS format as described in Exhibit C. Upon notification of the transmission of an audit file, it can be retrieved from Licensee's specific USPS account via the internet. Licensee's output file and supporting documentation derived from the NCOA^{Link} process will be posted to the same account.

6.3. The audit file will test Licensee's NCOA^{Link} software with a series of known forwardable addresses and known non-forwardable addresses to validate Licensee's ability to query the NCOA^{Link} Product and return the appropriate output and responses.

6.4. The audit will also verify the administrative output of the NCOA^{Link} process.

6.5. Auditing will be performed once annually or as specified by USPS. If necessary, subsequent audits due to failures must be completed within the annual license period to prevent suspension and/or termination.

6.6. Upon validation of the results, Licensee will receive official audit results from USPS.

6.7. The system shall provide accurately matched responses for at least 99% of the inquiries where data to support these responses are known to be in the USPS file and shall produce no unexpected matches.

   a) The percentage of audit file input name and address records that achieve the correct result shall not be less than 99% when compared to USPS expected results.

   b) The audit file output shall not result in a match that is not expected and would result in returning incorrect information that would eventually cause the misdirection of mail.

   c) The audit file output must correctly provide all NCOA^{Link} elements with 100% accuracy.

6.8. In the event that a problem is identified by USPS that is related to the NCOA^{Link} process, USPS will, at its sole discretion, direct correction of the problem and/or exercise the suspension or termination provisions of the License, as it deems appropriate by the situation.

   6.8.1. When directed to correct deficiencies, Licensee will be given 30 days from the date of the notification in which to remedy the deficiencies and retest.

   6.8.2. If Licensee fails to remedy the deficiencies within 30 days, a suspension notice will be issued. The suspension notice will direct Licensee to cease all NCOA^{Link} activities during the term of suspension and remedy all deficiencies within 60 days to regain good standing. USPS will also discontinue data fulfillment during the term of suspension.

   6.8.3. At the end of the term of suspension, the License Agreement between Licensee and USPS will be terminated if Licensee has not successfully remedied all deficiencies.

   6.8.4. Any Licensee whose license is terminated, voluntarily or involuntarily, will be ineligible to obtain another NCOA^{Link} License Agreement for a period of five (5) years. In the event of an elective termination, USPS may refund the unused pro-rated portion of the license fee by request from Licensee within thirty (30) days of the effective date of the termination.

7. *Standards of Performance*

7.1.   Licensee must, prior to processing any Mailing List through NCOA^{Link}, have on file for each customer submitting a Mailing List, a fully executed Processing Acknowledgment Form (PAF). In addition, the customer must be provided with a copy of the PAF along with the Required Text Document (see the sample PAF in Exhibit D and the Required Text Document in Exhibit E). Original hardcopies of these executed forms shall be maintained by Licensee and made available for Postal Service review for a period of 6 years from date of execution. Licensee will reproduce and provide this form and the Required Text Document to its customers at its own expense annually.

7.2.   Licensee must process and return all customer address list files within seven (7) business days of receipt unless a longer period is specified by the customer in writing. (Business days are defined as Monday through Friday.) The fulfillment cycle starts the day the customer file is received by Licensee.

7.3.   Licensee must maintain a service log, which will include the PAF ID as prescribed in Section 8.2. These service logs will be maintained and be made available for Postal Service review for a period of 5 years. The customers' written requests for longer turnaround times shall be reported on the log, maintained with the hardcopy PAFs, and retained for six (6) years. This service log shall also be kept on a computer file and shall be submitted to USPS electronically on a monthly basis (see Exhibit G for format).

7.4.   Licensee shall determine the necessary staffing level and shall be capable of adjusting the number of supervisory and operational personnel to accommodate variations in the volume of customer requirements. The Postal Service cannot forecast the volume or the schedule of names and addresses received from mailers, nor will the Postal Service attempt to direct mailer inquiries to any particular Licensee.

7.5.   Licensee shall repair or have repaired all equipment, hardware and/or software deficiencies related to the NCOA^{Link} system within 30 days of identification of said deficiencies.

7.6.   Since multiple NCOA^{Link} License awards are anticipated, the marketplace will establish a competitive price for the service. However, the intent of the U.S. Postal Service is that this service will be widely available at reasonable cost to customers.

7.7. Licensees are permitted to "bundle" services such as CRIS and merge/purge along with NCOA^{Link}. Charges for such add-on services must be separated from NCOA^{Link}, but may be consolidated on one bill provided to Licensee's customer.

7.8. Licensee is responsible for providing all necessary customer support for its Services. Licensee's customers requiring technical information must contact a customer service group managed by Licensee. Licensee's customer service group shall be responsible for providing resolution to all inquiries concerning the processing output.

7.9. It shall be Licensee's responsibility to ensure that its customers understand the NCOA^{Link} process and output. Each customer wishing to subscribe to NCOA^{Link} must be provided with a product/service brochure by Licensee. This brochure must explain the NCOA^{Link} process in detail. The Postal Service will provide Licensee with the required text that, in addition to Licensee's own marketing material, must be included in, or with, its product/service brochure. Inclusion of the Required Text information in the product/service brochure provided to the customers shall be at Licensee's own expense. This required text may be revised by the Postal Service from time to time without prior notice to Licensees. Required text revisions shall be provided to Licensee customers within 30 days of receipt from the Postal Service. The Required Text document is included in the Licensee Performance Requirements as Exhibit E and will be posted on USPS designated web site at http://ribbs.usps.gov/files/NCOALink.

7.9.1. NCOA^{Link} Licensees, in the process of transitioning customers from existing NCOA and *FASTforward* licensed services, may use the alternate version of the Required Text Document labeled "For Transition Use Only" included in the Licensee Performance Requirements as Exhibit G.

8. Reports

8.1. Prior to any NCOA^{Link} processing, and once annually thereafter, Licensee shall obtain a complete and signed copy of the PROCESSING ACKNOWLEDGEMENT FORM (PAF) from each of its customers and for any internal mailing lists processed. The form is intended to be prepared by Licensee who is actually performing the NCOA^{Link} service to ensure that it will contain that company's name and officer's signature. This form is also intended to be signed by the *list owner* whose address list is being processed. A faxed PAF from each location will be

acceptable. All information from the forms is to be maintained in an electronic format for the purposes of customer validation and reporting. The data and hardcopy completed forms are to be maintained by Licensee and made available for Postal Service review for a period of six (6) years from the date of execution. Exhibit D contains an example of the PAF and the associated data file layout is part of Exhibit G.

    8.1.1.   Every PAF distributed must be accompanied by a product information package which includes, at a minimum, the Required Text Document as described in Section 8.9 above.

8.2.   Licensee will assign each NCOA^{Link} customer file, list, or database a unique NCOA^{Link} PAF ID. This ID will be used by the software to verify that the customer has a valid, active PAF on file with Licensee. This ID will also be used to provide a relationship between Licensee's service log and PAF information files. The format of the ID will be an eighteen character alphanumeric field consisting of four sub-parts. Positions 1-4 are alpha and will identify Licensee to USPS and will be assigned to Licensee by USPS. Positions 5-10 are numeric and will identify the business in which the list owner engages by the North American Industry Classification System (NAICS) Standard Industry Code (SIC). The list owner may obtain the appropriate NAICS/SIC from the internet at www.census.gov/epcd/www/naics.html. Positions 11-12 are numeric and will identify the frequency of NCOA^{Link} processing on an annual basis (value range 01-52). If multiple selects from a master list are processed at different frequencies under the same ID, positions 11-12 must contain "99." Positions 13-18 may be alpha, numeric, or alphanumeric and will identify the Mailing List to Licensee and to USPS; this portion of the ID is assigned by Licensee. This ID will be used to streamline USPS disclosure accounting procedures. Licensee will ensure that each of their customers has a unique and never duplicated PAF ID. The software must not allow duplicate IDs. The ID shall be assigned by Licensee upon execution of the Processing Acknowledgement Form and be used throughout the system as prescribed. The unique and complete 18-character PAF ID will be recorded on the PAF. The form will not be complete and acceptable if this ID is omitted or erroneous.

8.2.1. A single PAF may be completed to cover processing for all lists submitted by the list owner provided that the officer signing the document has the authority to do so for each separate list. If multiple lists are covered by a single PAF, Licensee must record "MULTIPLE" in the space provided for the PAF ID on the pre-printed PAF. When "MULTIPLE" appears as the PAF ID, an itemization of the list names and corresponding PAF IDs assigned to each must be recorded on the back of the PAF.

8.3. NCOA^{Link} service requests submitted on behalf of mail list owners by third parties must be fully disclosed and duly recorded on the appropriate PAF. Each of these third parties must be assigned a unique ID similar to the format of the PAF ID. The third party ID will be a sixteen character alphanumeric field consisting of three sub-parts excluding the 2-digit processing frequency recorded in the PAF ID.

   8.3.1. Under no circumstances shall a third party Broker, Agent, or List Administrator be considered the Mailing List owner nor have the authority to sign on behalf of the Mailing List owner.

8.4. Licensee shall produce monthly performance reports by site and/or system platform. The reports begin on the first day of the month and terminate on the last day of the month. The reports will be maintained and made available for Postal Service review for a period of five (5) years at Licensee's facility. The reports shall be submitted within seven (7) calendar days of the end of the month via electronic submission to the National Customer Support Center, Memphis TN. The electronic report file layouts are provided as Exhibit G. Performance reports include:

   8.4.1. Customer Service Log – record of all Mailing Lists processed through the NCOA^{Link} service and the resultant statistics. Requirement: one record per Mailing List processed.

   8.4.2. PAF Customer Information Log – record of all customer information contained on the PAF and significant ID and date information of Licensee and applicable third parties. Minimum Requirement: one record per PAF ID appearing in the corresponding Customer Service Log.

   8.4.3. Broker/Agent / List Administrator Log – record of all third party List Brokers/Agents and/or List Administrators handling the address lists of their clients that are processed through the NCOA^{Link} service. Minimum Requirement: one record per third party ID appearing in the PAF Customer Information Log.

8.5. The monthly performance reports will be named using a four-part eight-character identification scheme. The first character will identify the report: "C" for Customer Service Log, "P" for PAF Customer Information Log or "B" for Broker/Agent / List Administrator Log. Characters 2-5 will contain Licensee's USPS-assigned four-character platform identification code. The sixth character will identify the month of the report as indicated in the chart below. The last two characters will identify the year of the report by the last two digits of the calendar year.

Month	Code
January	1
February	2
March	3
April	4
May	5
June	6
July	7
August	8
September	9
October	A
November	B
December	C

8.6. NCOA^{Link} is intended solely for use as a Mailing List update tool. Testing of any kind using NCOA^{Link} is generally discouraged by USPS. However, USPS does acknowledge that certain testing is necessary. In an effort to obtain an accurate statistical reporting regarding addresses updated by NCOA^{Link}, the type of processing must be accurately and consistently recorded. Therefore, the following list of codes must be used to populate the "PROCESSING CATEGORY" field in the service log:

Code	Description	Disposition of Results
EMP TRAIN	File processed as part of employee training.	Results discarded; no update performed or information released.
INT DB TST	Testing involving proprietary Licensee database.	No updates performed; results discarded after analysis.
MKTG TEST	Testing involving external customer lists.	Return information consists of statistics only; COA data is discarded, not returned to customer.
NORMAL	Process mailing list for update prior to mailing.	COA information provided to mailer and/or mailer's representative.
STAGE I	Test of matching performance against USPS self-test file.	Results used for internal program analysis and subsequently discarded.
STAGE II	Test of matching performance scored by USPS.	Output transmitted to USPS for evaluation and discarded when test results finalized.
SYS TEST	File processed as part of system testing such as loading of USPS file updates.	Results discarded; no updates performed or information released.

8.7. Licensee must provide a hardcopy report to each customer summarizing the processing of each mailing list processed. The report may contain any and all information gathered to fulfill the requirements of Section 8.4. At a minimum, the processing summary must contain:

- Licensee Company Name
- Customer PAF ID
- Mailer Company Name
- File/List/Database Name
- Processing Category
- Pre-Processes Performed flag
- Concurrent Processes Performed flag
- Post-Processes Performed flag
- Standard Output Returned flag
- Matching Logic Applied flag
- Data Returned flag
- Class of Mail
- Date NCOA^{Link} Processing Completed
- Date File Returned to Customer
- Total Number of Records Processed
- Total Number of Records Matched
- Listing of all processes used in obtaining final results

NCOA^{Link} LIMITED SERVICE PROVIDER
LICENSEE PERFORMANCE REQUIREMENTS

Exhibit A
ZIP+4 Product Use Dates

Per the Domestic Mail Manual (DMM), the ZIP+4 and City/State data must be updated within 45 days of the release date. Per the NCOA^{Link} License Agreement, Licensees are required to update these files on a monthly basis. The following chart is provided to assist in determining which data release is current.

Release	Required Use Date	Last Use Date
January 15	March 1	March 31
February 15	April 1	April 30
March 15	May 1	May 31
April 15	June 1	June 30
May 15	July 1	July 31
June 15	August 1	August 31
July 15	September 1	September 30
August 15	October 1	October 31
September 15	November 1	November 30
October 15	December 1	December 31
November 15	January 1	January 31
December 15	February 1	February 28 (Feb 29 in leap year)

Exhibit B
NCOA^{Link} Return Code Descriptions

Code = Return Code   Description = Explanation of Return code
Address = "Y" = New Address provided How = "D" = Derived by data – returned in lieu of 11 digit
    "N" = New Address not provided   "S" = Derived by software

Code	Description	Address	How
A	**COA Match** - The input record matched to a business, individual or family type master file record. A new address could be furnished.	Y	D
00	**No Match** - The input record COULD NOT BE matched to a master file record. A new address could not be furnished.	N	D
01	**Found COA: Foreign Move** – The input record matched to a business, individual or family type master file record but the new address was outside the USPS delivery area.	N	D
02	**Found COA: Moved Left No Address (MLNA)** – The input record matched to a business, individual or family type master file record and the new address was not provided to USPS.	N	D
03	**Found COA: Box Closed No Order (BCNO)** – The Input record matched to a business, individual or family type master file record which contains an old address of PO BOX that has been closed without a forwarding address provided.	N	D
04	**Cannot match COA: Street Address with Secondary** – In the STANDARD mode utilizing Family matching logic the input record matched to a family record type on the master file with an old address that contained secondary information which obtained a ZIP+4 street level match. The input record does not contain secondary information. This address match situation requires individual name matching logic to obtain a match and individual names do not match.	N	D
05	**Found COA: New 11-digit DPBC is Ambiguous** – The input record matched to a business, individual or family type master file record. The new address on the master file record could not be converted to a deliverable address because the DPBC represents more than one delivery point.	N	D
06	**Cannot Match COA: Conflicting Directions: Middle Name Related** –There is more than one COA (individual or family type) record for the match algorithm and the middle names or initials on the COAs are different. Therefore, a single match result could not be determined.	N	D
07	**Cannot Match COA: Conflicting Directions: Gender Related** –There is more than one COA (individual or family type) record for the match algorithm and the genders of the names on the COAs are different. Therefore, a single match result could not be determined.	N	D
08	**Cannot Match COA: Other Conflicting Instructions** – The input record matched to two master file (business, individual or family type) records. The two records in the master file were compared and due to differences in the new addresses, a match could not be made.	N	D
09	**Cannot Match COA: High-rise Default** – The input record matched to a family record on the master file from a High-rise address ZIP+4 coded to the building default. This address match situation requires individual name matching logic to obtain a match and individual names do not match.	N	D
10	**Cannot Match COA: Rural Default** – The input record matched to a family record on the master file from a Rural Route or Highway Contract Route address ZIP+4 coded to the route default. This address situation requires individual name matching logic to obtain a match and individual names do not match.	N	D
11	**Cannot Match COA: Individual Match: Insufficient COA Name for Match** – There is a master file (individual or family type) record with the same surname and address but there is insufficient name information on the master file record to produce a match using individual matching logic.	N	D

Exhibit B – NCOA^{Link} Return Code Descriptions – continued

Code	Description	Address	How
12	**Cannot Match COA: Middle Name Test Failed** – The input record matched to an individual or family record on the master file with the same address and surname. However, a match cannot be made because the input name contains a conflict with the middle name or initials on the master file record.	N	S
13	**Cannot Match COA: Gender Test Failed** – The input record matched to a master file (individual or family type) record. A match cannot be made because the gender of the name on the input record conflicts with the gender of the name on the master file record.	N	S
14	**Found COA: New Address Would Not Convert at Run Time** – The input record matched to a master file (business, individual or family type) record. The new address could not be converted to a deliverable address.	N	S
15	**Cannot Match COA: Individual Name Insufficient** – There is a master file record with the same address and surname. A match cannot be made because the input record does not contain a first name or contains initials only.	N	S
16	**Cannot Match COA: Secondary Number Discrepancy** – The input record matched to a street level individual or family type record. However, a match is prohibited based on 1 of the following reasons: 1) There is conflicting secondary information on the input and master file record; 2) the input record contained secondary information and matched to a family record that does not contain secondary information. In item 2, this address match situation requires individual name matching logic to obtain a COA match and individual names do not match.	N	S
17	**Cannot Match COA: Other Insufficient Name** – The input record matched to an individual or family master file record. The input name is different or not sufficient enough to produce a match.	N	S
18	**Cannot Match COA: General Delivery** – The input record matched to a family record on the master file from a General Delivery address. This address situation requires individual name matching logic to obtain a match and individual names do not match.	N	D
19	**Found COA: New Address not ZIP+4 coded** – There is a change of address on file but the new address cannot be ZIP+4 coded and therefore there is no 11-digit DPBC to store or return.	N	D
20	**Cannot Match COA: Conflicting Directions after re-chaining** – Multiple master file records were potential matches for the input record. The master file records contained different new addresses and a single match result could not be determined.	N	D
66	**Daily Delete –** The input record matched to a business, individual or family type master file record with an old address that is present in the daily delete file. The presence of an address in the daily delete file means that a COA with this address is pending deletion from the master file and that <u>no</u> mail may be forwarded from this address.	N	S
91	**COA Match: Secondary Number dropped from COA** – The input record matched to a master file record. The master file record had a secondary number and the input address did not. The record is a ZIP+4 street level match.	Y	S
92	**COA Match: Secondary Number Dropped from input address** – The input record matched to a master file record, but the input address had a secondary number and the master file record did not. The record is a ZIP+4 street level match.	Y	S

Exhibit B – NCOA^{Link} Return Code Descriptions – continued

Other Return Code Descriptions

Code	Description	Process
AA	Input Address ZIP+4 match	ZIP+4
A1	Input Address ZIP+4 not matched	ZIP+4
M1	Input Address Primary Number Missing	ZIP+4
M3	Input Address Primary Number Invalid	ZIP+4
P1	Input Address Missing PO, RR, or HC Box number	ZIP+4
P3	Input Address PO, RR, or HC Box number invalid	ZIP+4
BB	Input Address DPV matched (all components)	DPV
RR	Input Address DPV matched to CMRA	DPV
CC	Input Address DPV Primary Number match, Secondary Number not Matched (secondary number present but is not DPV confirmed)	DPV
N1	Input Address DPV Primary Number match, High-rise Address Missing Secondary Number	DPV
R1	Input Address DPV matched to CMRA but PMB Number not Present	DPV

*Note: These codes are all generated during the DPV process. The Process indicator of "ZIP+4" or "DPV" denotes from which portion of DPV processing the return codes was generated.

Exhibit C
Audit/Test File Layouts

RECORD FROM	POSITION TO	FIELD NAME	LENGTH	COBOL
		TEST CLIENT INPUT FILE **HEADER RECORD**		
1	8	NCSC AUDIT FILE CREATED DATE(YYYYMMDD)	8	9(08)
9	14	NCSC AUDIT FILE CREATED TIME(HHMMSS)	6	9(06)
15	18	NCSC AUDIT FILE NUMBER	4	9(04)
19	26	NCSC NCOA^{Link} RELEASE DATE	8	9(08)
27	34	NCSC ZIP+4 RELEASE DATE	8	9(08)
35	42	NCSC DPV RELEASE DATE	8	9(08)
43	43	NCSC TYPE (Audit, Certification, Stage)	1	X(01)
44	297	FILLER	254	X(254)
298	298	RECORD TYPE (Header/Detail) (H,D)	1	X(01)
299	300	CARRIAGE RETURN LINE FEED	2	X(02)

RECORD FROM	POSITION TO	FIELD NAME	LENGTH	COBOL
colspan TEST CLIENT INPUT FILE DETAIL RECORD				

RECORD FROM	POSITION TO	FIELD NAME	LENGTH	COBOL
1	28	INPUT CUSTOMER KEY	28	X(28)
29	29	INPUT NAME PARSED (Y,N)	1	X(01)
30	95	INPUT CUSTOMER NAME	66	X(66)
	NOTE:	The information found in the INPUT CUSTOMER NAME will be fixed length. The data contained within the field may be presented as a single field or it may be parsed. If the name is a business, then the name will start in the first position.		
30	35	INPUT PREFIX TITLES	6	X(06)
36	50	INPUT CUSTOMER FIRST NAME	15	X(15)
51	65	INPUT CUSTOMER MIDDLE NAME	15	X(15)
66	85	INPUT CUSTOMER LAST NAME	20	X(20)
86	91	INPUT SUFFIX TITLES	6	X(06)
92	95	FILLER	4	X(04)
96	96	INPUT ADDRESS PARSED (Y,N)	1	X(01)
97	124	INPUT CUSTOMER URBANIZATION NAME	28	X(28)
125	191	INPUT CUSTOMER ADDRESS	67	X(67)
	NOTE:	The information found in the INPUT CUSTOMER ADDRESS will be fixed length. The data contained within the field may be presented as a single field or it may be parsed.		
125	134	INPUT PARSED PRIMARY NUMBER	10	X(10)
135	136	INPUT PARSED PRE-DIRECTIONAL	2	X(02)
137	164	INPUT PARSED PRIMARY NAME	28	X(28)
165	168	INPUT PARSED SUFFIX	4	X(04)
169	170	INPUT PARSED POST-DIRECTIONAL	2	X(02)
171	174	INPUT PARSED UNIT DESIGNATOR	4	X(04)
175	182	INPUT PARSED SECONDARY NUMBER	8	X(08)
183	191	FILLER	9	X(09)
192	192	INPUT LAST LINE PARSED (Y,N)	1	X(01)
193	234	CUSTOMER LAST LINE	42	X(42)
	NOTE:	The information found in the INPUT CUSTOMER LAST LINE will be fixed length. The data contained within the field may be presented as a single field or it may be parsed.		
193	220	INPUT CITY NAME	28	X(28)
221	222	INPUT STATE	2	X(02)
223	227	INPUT FIVE DIGIT ZIP	5	X(05)
228	231	INPUT ZIP+4 ADDON	4	X(04)
232	234	FILLER	3	X(03)
235	297	FILLER	63	X(63)
298	298	RECORD TYPE (Header/Detail) (H,D)	1	X(01)
299	300	CARRIAGE RETURN LINE FEED	2	X(02)

RECORD FROM	POSITION TO	FIELD NAME	LENGTH	COBOL
		TEST CLIENT OUTPUT FILE **HEADER RECORD**		
1	8	NCSC AUDIT FILE CREATED DATE(YYYYMMDD)	8	9(08)
9	14	NCSC AUDIT FILE CREATED TIME(HHMMSS)	6	9(06)
15	18	NCSC AUDIT FILE NUMBER	4	9(04)
19	26	NCSC NCOA^{Link}RELEASE DATE	8	9(08)
27	34	NCSC ZIP+4 RELEASE DATE	8	9(08)
35	42	NCSC DPV RELEASE DATE	8	9(08)
43	43	NCSC TYPE (Audit, Certification, Stage)	1	X(01)
44	298	FILLER	255	X(255)
299	306	OUTPUT AUDIT FILE CREATED DATE(YYYYMMDD)	8	9(08)
307	312	OUTPUT AUDIT FILE CREATED TIME(HHMMSS)	6	9(06)
313	320	PROCESSED AGAINST NCOA^{Link}RELEASE DATE	8	9(08)
321	328	PROCESSED AGAINST ZIP+4 RELEASE DATE	8	9(08)
329	336	PROCESSED AGAINST DPV RELEASE DATE	8	9(08)
337	340	PROCESSED ON PLATFORM ID	4	X(04)
341	997	FILLER	657	X(657)
998	998	RECORD TYPE (Header/Detail) (H,D)	1	X(01)
999	1000	CARRIAGE RETURN LINE FEED	2	X(02)

RECORD FROM	POSITION TO	FIELD NAME	LENGTH	COBOL
colspan="5"	**TEST CLIENT OUTPUT FILE** **DETAIL RECORD (Page 1 of 2)**
1	28	INPUT CUSTOMER KEY	28	X(28)
29	29	INPUT NAME PARSED (Y,N)	1	X(01)
30	95	INPUT CUSTOMER NAME	66	X(66)
	NOTE:	The information found in the INPUT CUSTOMER NAME will be fixed length. The data contained within the field m ay be presented as a single field or it may be parsed. If the name is a business, then the name will start in the first position.		
30	35	INPUT PREFIX TITLES	6	X(06)
36	50	INPUT CUSTOMER FIRST NAME	15	X(15)
51	65	INPUT CUSTOMER MIDDLE NAME	15	X(15)
66	85	INPUT CUSTOMER LAST NAME	20	X(20)
86	91	INPUT SUFFIX TITLES	6	X(06)
92	95	FILLER	4	X(04)
96	96	INPUT ADDRESS PARSED (Y,N)	1	X(01)
97	124	INPUT CUSTOMER URBANIZATION NAME	28	X(28)
125	191	INPUT CUSTOMER ADDRESS	67	X(67)
	NOTE:	The information found in the INPUT CUSTOMER ADDRESS will be fixed length. The data contained within the field may be presented as a single field or it may be parsed.		
125	134	INPUT PARSED PRIMARY NUMBER	10	X(10)
135	136	INPUT PARSED PRE-DIRECTIONAL	2	X(02)
137	164	INPUT PARSED PRIMARY NAME	28	X(28)
165	168	INPUT PARSED SUFFIX	4	X(04)
169	170	INPUT PARSED POST-DIRECTIONAL	2	X(02)
171	174	INPUT PARSED UNIT DESIGNATOR	4	X(04)
175	182	INPUT PARSED SECONDARY NUMBER	8	X(08)
183	191	FILLER	9	X(09)
192	192	INPUT LAST LINE PARSED (Y,N)	1	X(01)
193	234	CUSTOMER LAST LINE	42	X(42)
	NOTE:	The information found in the INPUT CUSTOMER LAST LINE will be fixed length. The data contained within the field may be presented as a single field or it may be parsed.		
193	220	INPUT CITY NAME	28	X(28)
221	222	INPUT STATE	2	X(02)
223	227	INPUT FIVE DIGIT ZIP	5	X(05)
228	231	INPUT ZIP+4 ADDON	4	X(04)
232	234	FILLER	3	X(03)
235	298	FILLER	64	X(64)
	NOTE:	The following fields reflect the results of input name after the utilization of a name parser. This is the final parsed name information utilized in the process which was responsible for the final result. If the name is a business, then the name will start in the first position. If no match (return code 00) then this field will be blank.		
299	304	QUERY PREFIX TITLE	6	X(06)
305	319	QUERY CUSTOMER FIRST NAME	15	X(15)
320	334	QUERY CUSTOMER MIDDLE NAME	15	X(15)
335	354	QUERY CUSTOMER LAST NAME	20	X(20)
355	360	QUERY SUFFIX TITLE	6	X(06)

RECORD FROM	POSITION TO	FIELD NAME	LENGTH	COBOL
		TEST CLIENT OUTPUT FILE		
		DETAIL RECORD (Page 2 of 2)		
	NOTE:	The following fields reflect the results of the input address after the utilization of a certified CASS ZIP+4 system. This is the final address information that was utilized in the process which was responsible for the final result.		
361	388	QUERY PARSED URBANIZATION NAME	28	X(28)
389	398	QUERY PARSED PRIMARY NUMBER	10	X(10)
399	400	QUERY PARSED PRE-DIRECTIONAL	2	X(02)
401	428	QUERY PARSED PRIMARY NAME	28	X(28)
429	432	QUERY PARSED SUFFIX	4	X(04)
433	434	QUERY PARSED POST-DIRECTIONAL	2	X(02)
435	438	QUERY PARSED UNIT DESIGNATOR	4	X(04)
439	446	QUERY PARSED SECONDARY NUMBER	08	X(08)
447	474	QUERY PARSED CITY NAME	28	X(28)
475	476	QUERY PARSED STATE	2	X(02)
477	481	QUERY FIVE DIGIT ZIP	5	X(05)
482	485	QUERY ZIP+4 ADDON	4	X(04)
486	513	RESULT PARSED URBANIZATION NAME	28	X(28)
514	523	RESULT PARSED PRIMARY NUMBER	10	X(10)
524	525	RESULT PARSED PRE-DIRECTIONAL	2	X(02)
526	553	RESULT PARSED PRIMARY NAME	28	X(28)
554	557	RESULT PARSED SUFFIX	4	X(04)
558	559	RESULT PARSED POST-DIRECTIONAL	2	X(02)
560	563	RESULT PARSED UNIT DESIGNATOR	4	X(04)
564	571	RESULT PARSED SECONDARY NUMBER	08	X(08)
572	599	RESULT PARSED CITY NAME	28	X(28)
600	601	RESULT PARSED STATE	2	X(02)
602	606	RESULT FIVE DIGIT ZIP	5	X(05)
607	610	RESULT ZIP+4 ADDON	4	X(04)
611	613	RESULT DBPC (including check digit)	3	X(03)
614	617	RESULT CARRIER RTE	4	X(04)
618	618	*RESULT DROP FLAG	1	X(01)
619	619	*RESULT DROP N FLAG	1	X(01)
620	625	RESULT MOVE EFFECTIVE DATE	6	X(06)
626	627	*RESULT MIDDLE NAME/Initials(returned from NCOA/Link)	2	X(02)
628	628	*RESULT GENDER (returned from NCOA/Link)	1	X(01)
629	636	*RESULT HINT BYTE (after expansion)	8	X(08)
637	638	RESULT NCOA LINK FOOTNOTE	2	X(02)
639	640	RESULT ZIP+4 FOOTNOTE	2	X(02)
641	642	RESULT DPV FOOTNOTE	2	X(02)
643	658	HEX VALUE OF THE EMDP (from input address)	16	X(16)
659	698	HEX VALUE OF THE SHA OF EMPD (from input address)	40	X(40)
699	714	HEX VALUE OF THE FIRST 8 CHARACTERS OF 48 BYTE OBJECT	16	X(16)
715	729	FIRST NAME OF THE 48 BYTE OBJECT	15	X(15)
730	749	LAST NAME OF THE 48 BYTE OBJECT	20	X(20)
750	754	SUFFIX NAME OF THE 48 BYTE OBJECT	5	X(05)
755	794	HEX VALUE OF THE SHA OF 48 BYTE OBJECT	40	X(40)
795	810	HEX VALUE OF THE DATA RETRIEVED (before reorder)	16	X(16)
811	827	DECIMAL VALUE OF THE 17 DIGIT RESULT VALUE	17	X(17)
828	828	RESULT MOVE TYPE (Family, Individual, Business)(F,I,B)	1	X(01)
829	836	OPTIONAL – INTERMEDIATE FOOTNOTES	8	X(08)
837	997	FILLER	161	X(161)
998	998	RECORD TYPE (Header/Detail) (H,D)	1	X(01)
999	1000	CARRIAGE RETURN LINE FEED	2	X(02)

*The following fields of returned data used for analysis must not be returned to the customer: result drop flag, result drop n flag, result middle name, result gender and result hint byte.

Exhibit D

UNITED STATES POSTAL SERVICE

NCOA^{Link} PROCESSING ACKNOWLEDGEMENT FORM

The collection of information on this Processing Acknowledgement Form (PAF) is required by the Privacy Act of 1974. The United States Postal Service (USPS) requires that each NCOA^{Link} Licensee have a completed NCOA^{Link} PAF for each of their NCOA^{Link} customers prior to providing the NCOA^{Link} service. The Licensee is also required by the USPS to retain a copy of the completed form for each of its customers and to obtain an updated PAF from each of its customers at minimum once per year. Any signature upon this PAF shall be considered valid for all purposes and have the same effect whether it is an ink-signed original or a photocopy or f acsimile representation of the original document.

LIST OWNER

I, the undersigned, an authorized representative of:

Company Name

Address

City | State | ZIP+4

Telephone Number | Postal ID (for future use) | Tax Identification Number (TIN) | NAICS/SIC

Parent Company Name

Marketing or "DBA" Company Name or Primary Affiliate Company Name

Name (Please print) | Title

Signature | Date

do hereby acknowledge that I have received and reviewed the NCOA^{Link} Information Package supplied to me b y _____ (PRE-PRINTED NCOA^{Link} LICENSEE NAME) _____, an NCOA^{Link} Limited Service Provider Licensee. I also understand that the sole purpose of the NCOA^{Link} service is to provide a mailing list correction service for lists that will be used for preparation of mailings. Furthermore, I understand that NCOA^{Link} may not be used to create or maintain new movers lists.

LICENSEE

Business Name (Please print)

Name (Please print) | Title

Signature | Date

Telephone Number | Tax Identification Number (TIN)

❑ BROKER/AGENT   ❑ LIST ADMINISTRATOR (Check applicable box)

Business Name (Please print)

Address | City/State/ZIP+4

Name (Please print) | Title

Signature | Date

Telephone Number | Tax Identification Number (TIN) | NAICS/SIC

For Licensee Use Only

PAF ID: Broker/Agent ID: List Administrator ID:

Exhibit E
Limited Service Provider
Required Text Document

(page 1 of 3)

<<Licensee company name>> is a non-exclusive Licensee of the United States Postal Service to provide Limited Service NCOA^{Link} processing.

It is important to note that not all Service Providers can offer the same level of service. Data quantity differs based on license level. Full Service Providers receive the full 48 month data set while Limited Service Providers receive an 18 month data set. All data fulfillments to Service Providers are provided weekly under direct license from the USPS.

The full NCOA^{Link} file is a consolidated file of move information that on average contains approximately 160 million permanent changes-of-address (COAs) filed with the United States Postal Service (USPS). These COAs are retained on the file for a four-year period from the move-effective date and the file is updated weekly. The data set provided to Limited Service Providers contains approximately 60 million COAs covering the most recent 18 months.

Before being added to the NCOA^{Link} file, the **Old** address supplied by the Postal customer must be ZIP+4 coded. The **New** addresses must be ZIP+4 coded and validated using the USPS' proprietary database of actual delivery points. (NOTE: The delivery point database does not include NAMES or COA information.) Each delivery point confirmed **New** address is included on the NCOA^{Link} file. If unable to validate the **New** address, the NCOA^{Link} process will indicate that a move exists but will not provide the undeliverable **New** address.

New address information is provided only when a match to the input name and address is attained. The typical profile of the **New** address information contained on the NCOA^{Link} file is as follows:

> 80.92% forwardable moves containing delivery point confirmed **New** addresses –
> **New** address provided
> 1.18% moves containing unconfirmed **New** addresses – **New** address not provided
> 13.80% Moved, left no address
> 3.92% PO Box Closed
> 0.18% Foreign moves

When possible, postal customers who move multiple times within the NCOA^{Link} time period are "linked" or "chained" to ensure that the latest address is furnished when an NCOA^{Link} match is attained. This is not always possible if subsequent COAs are not filed in exactly the same manner as a COA filed previously (e.g., name spelling differences or conflicting secondary information).

NCOA^{Link} LIMITED SERVICE PROVIDER
LICENSEE PERFORMANCE REQUIREMENTS

(Required Text Document – page 2 of 3)

The provision of change of address information is controlled by strict name and address matching logic. NCOA^{Link} processing will only provide new address information when queried with a specific algorithm of the name and input address from a mailers address list which matches the information on the NCOA^{Link} Product. Data contained in and information returned by NCOA^{Link} is determined by the name and move type (Business, Individual, or Family) indicated on a Postal customer's Change of Address form.

The data contained within the NCOA^{Link} Product is comprised of approximately 40% family moves, 54% individual moves, and 6% business moves.

All matches made to the NCOA^{Link} file require a ZIP+4 coded, parsed input address. For name matching, Standard Processing Mode requires inquiries in the following order:

Business: Match on business name.
Individual: Match on first name, middle name, surname and title required. Gender is checked and nickname possibilities are considered.
Family: Match on surname only.

Under no circumstances shall there be a "Family" match only option.

The NCOA^{Link} customer may choose to omit all "Family" match inquiries and allow only "Individual" and "Business" matches to be acceptable. This processing mode is known as BI Processing Mode.

The NCOA^{Link} customer may also choose to omit "Business" match inquiries when processing individual names for mailing lists that contain no business addresses under Individual Processing Mode.

The NCOA^{Link} customer may choose to process for only "Business" matches when processing a "Business-to-Business" mailing list which contains no personal (Individual or Family) addresses under Business Processing Mode.

All nickname possibilities are derived from a standard USPS nickname list. In considering alternate presentations of an input name, only reasonable derivatives of the original input name are acceptable. If an input name and address do not match to NCOA^{Link} and alternative queries are attempted, any variations which obtain NCOA^{Link} matches will be provided to the NCOA^{Link} customer for analysis.

When a match or a near match of an input name and address to NCOA^{Link} is identified, a standard NCOA^{Link} return code is provided indicating the type of match made or reason that a match could not be made.

NCOA^{Link} LIMITED SERVICE PROVIDER
LICENSEE PERFORMANCE REQUIREMENTS

(Required Text Document – page 3 of 3)

The standard output of a USPS NCOA^{Link} process is:

a) Each original unaltered input name and address as it was presented.
b) The standardized input address appended with the correct ZIP+4/DPC, other postal values and any other intelligence flags or footnotes that result from the CASS processing segment.
c) For each mailing address for which there is a match to the NCOA^{Link} Product, a standardized new address with 11-digit Delivery Point Barcode (DPBC) and standard return codes.
d) When a match is made, the following elements must be returned: the move effective date, the specific name and address utilized in the query that obtained the match, and the move type. The move type is determined by the Interface based on the specific name inquiry utilized to obtain the match.
e) For each mailing address for which there is not a match to the NCOA^{Link} Product, the Interface shall return all elements as appropriate under items a and b as well as any standard return codes as may be appropriate.
f) The urbanization name information, when applicable.
g) The carrier route information for new (updated) addresses.
h) Processing summary report containing information to identify the specific list and the statistics resulting from the NCOA^{Link} process performed on the list.

An NCOA^{Link} customer with questions about the specific results returned from an NCOA^{Link} process must first contact the processor for explanation and resolution.

Prior to the processing of NCOA^{Link} data, every customer must have completed and returned to their NCOA^{Link} Licensee the "NCOA^{Link} PROCESSING ACKNOWLEDGEMENT FORM" provided to them by their Licensee or Agent.

NCOA^{Link} LIMITED SERVICE PROVIDER
LICENSEE PERFORMANCE REQUIREMENTS

(Required Text Document – page 3 of 3)

The standard output of a USPS NCOA-Link process is:

a) Each original unaltered input name and address as it was presented.
b) The standardized input address appended with the correct ZIP+4/DPC, other postal values and any other intelligence flags or footnotes that result from the CASS processing segment.
c) For each mailing address for which there is a match to the NCOA-Link Product, a standardized new address with 11-digit Delivery Point Barcode (DPBC) and standard return codes.
d) When a match is made, the following elements must be returned: the move effective date, the specific name and address utilized in the query that obtained the match, and the move type. The move type is determined by the Interface based on the specific name inquiry utilized to obtain the match.
e) For each mailing address for which there is not a match to the NCOA-Link Product, the Interface shall return all elements as appropriate under items a and b as well as any standard return codes as may be appropriate.
f) The urbanization name information, when applicable.
g) The carrier route information for new (updated) addresses.
h) Processing summary report containing information to identify the specific list and the statistics resulting from the NCOA-Link process performed on the list.

An NCOA-Link customer with questions about the specific results returned from an NCOA-Link process must first contact the processor for explanation and resolution.

Prior to the processing of NCOA-Link data, every customer must have completed and returned to their NCOA-Link Licensee the "NCOA-Link PROCESSING ACKNOWLEDGEMENT FORM" provided to them by their Licensee or Agent.

Exhibit F
Limited Service Provider
Required Text Document
(For Transition Use Only)

(page 1 of 3)

<<Licensee company name>> <<has applied to become / is>> a non-exclusive Licensee of the USPS® (United States Postal Service®) to provide Full Service NCOA^{Link}™ processing, ZIP + 4® Coding and DPV™ (Delivery Point Validation).

In an effort to facilitate transitioning change-of-address processing from <<NCOA/*FASTforward*® >> to NCOA^{Link}, the USPS has authorized distribution and use of the NCOA^{Link} Processing Acknowledgment Form (PAF) and information package for NCOA, *FASTforward*, and NCOA^{Link} Full Service Provider processing. All processing will be performed using <<NCOA/*FASTforward*>> until such time <<Licensee company name>> has obtained official certification and licensing. Once fully licensed, <<Licensee company name>> will begin converting client file processing from <<NCOA/*FASTforward*>> to NCOA^{Link}.

It is important to note that not all Service Providers can provide the same level of service. Data quantity and frequency of distribution differs based on license level. Full Service Providers receive the full 48 month data while Limited Service Providers receive an 18 month data set. All data fulfillments to Service Providers are provided weekly under direct license from the USPS.

The full NCOA^{Link} file is a consolidated file of move information that on average contains approximately 160 million permanent changes-of-address (COAs) filed with the USPS (United States Postal Service). These COAs are retained on the file for a four-year period from the move-effective date and the file is updated weekly.

Before being added to the NCOA^{Link} file, the **Old** address supplied by the Postal customer must be ZIP + 4® coded. The **New** addresses must be ZIP + 4 coded and validated using the USPS' proprietary database of actual delivery points. (NOTE: The delivery point database does not include NAMES or COA information.) Each delivery point confirmed **New** address is included on the NCOA^{Link} file. If unable to validate the **New** address, the NCOA^{Link} process will indicate that a move exists but will not provide the undeliverable **New** address.

New address information is provided only when a match to the input name and address is attained. The typical profile of the **New** address information contained on the NCOA^{Link} file is as follows:

80.92% Forwardable moves containing delivery point confirmed **New** addresses – **New** address provided
 1.18% Moves containing unconfirmed **New** addresses – **New** address not provided
13.80% Moved, left no address
 3.92% PO Box Closed
 0.18% Foreign moves

(Required Text Document – page 2 of 3)

When possible, postal customers who move multiple times within the NCOA^{Link} time period are "linked" or "chained" to ensure that the latest address is furnished when an NCOA^{Link} match is attained. This is not always possible if subsequent COAs are not filed in exactly the same manner as a COA filed previously (e.g., name spelling differences or conflicting secondary information).

The provision of change of address information is controlled by strict name and address matching logic. NCOA^{Link} processing will only provide new address information when queried with a specific algorithm of the name and input address from a mailers address list which matches the information on the NCOA^{Link} Product. Data contained in and information returned by NCOA^{Link} is determined by the name and move type (Business, Individual, or Family) indicated on a Postal customer's Change of Address form.

The data contained within the NCOA^{Link} Product is comprised of approximately 40% family moves, 54% individual moves, and 6% business moves.

All matches made to the NCOA^{Link} file require a ZIP + 4 coded, parsed input address. For name matching, Standard Processing Mode requires inquiries in the following order:

> **Business:** Match on business name.
> **Individual:** Match on first name, middle name, surname and title required. Gender is checked and nickname possibilities are considered.
> **Family:** Match on surname only.

<u>Under no circumstances shall there be a "Family" match only option.</u>

The NCOA^{Link} customer may choose to omit all "Family" match inquiries and allow only "Individual" and "Business" matches to be acceptable. This processing mode is known as BI Processing Mode.

The NCOA^{Link} customer may also choose to omit "Business" match inquiries when processing individual names for mailing lists that contain no business addresses under Individual Processing Mode.

The NCOA^{Link} customer may choose to process for only "Business" matches when processing a "Business-to-Business" mailing list which contains no personal (Individual or Family) addresses under Business Processing Mode.

All nickname possibilities are derived from a standard USPS nickname list. In considering alternate presentations of an input name, only reasonable derivatives of the original input name are acceptable. If an input name and address do not match to NCOA^{Link} and alternative queries are attempted, any variations which obtain NCOA^{Link} matches will be provided to the NCOA^{Link} customer for analysis.

When a match or a near match of an input name and address to NCOA^{Link} is identified, a standard NCOA^{Link} return code is provided indicating the type of match made or reason that a match could not be made.

Exhibit G
Report File Layouts

		NCOA^{Link}MONTHLY CUSTOMER SERVICE LOG LIMITED SERVICE PROVIDER Header Record (page 1 of 3)		
RECORD FROM	**POSITION TO**	**FIELD NAME and DESCRIPTION**	**LENGTH**	**COBOL**
1	4	PLATFORM ID Alphanumeric. Licensee ID (USPS assigned)	4	X(4)
5	18	NUMBER OF RECORDS Total number of records in Customer Service Log excluding header record	14	9(14)
19	70	Filler	52	X(52)
		The Header Record must contain file totals for all fields in the subsequent Detail Record(s). All field positions in the Header Record correspond to field positions in the Detail Record(s).		
		Fields listed as "Optional – Filler" in the Detail Record are also optional in the Header Record. However, if data is provided in these fields in the Detail Record(s), file totals MUST appear in the Header Record for the corresponding fields.		
		Processing Statistics Summary		
71	81	TOTAL NUMBER OF RECORDS PROCESSED	11	9(11)
82	92	TOTAL NUMBER OF NCOA^{Link}QUERIES PERFORMED	11	9(11)
93	103	TOTAL NUMBER OF RECORDS MATCHED	11	9(11)
104	114	TOTAL NUMBER OF MATCHES REJECTED	11	9(11)
115	125	TOTAL NUMBER OF RECORDS ZIP+4 CODED **OPT – FILLER**	11	9(11)
126	136	TOTAL NUMBER OF RECORDS DPV CONFIRMED **OPT – FILLER**	11	9(11)
		Product Information		
137	286	Filler	150	X(150)
		ZIP+4 Match Statistics		
287	297	Total matched to PO Box record **OPTIONAL – FILLER**	11	9(11)
298	308	Total matched to Highway Contract record with Box number **OPTIONAL – FILLER**	11	9(11)
309	319	Total matched to Rural Route default **OPTIONAL – FILLER**	11	9(11)
320	330	Total matched to Firm record **OPTIONAL – FILLER**	11	9(11)
331	341	Total matched to General Delivery **OPTIONAL – FILLER**	11	9(11)
342	352	Total matched to Building/Highrise default **OPTIONAL – FILLER**	11	9(11)
353	363	Total matched to Military ZIP **OPTIONAL – FILLER**	11	9(11)
364	374	Total matched to Non-deliverable **OPTIONAL – FILLER**	11	9(11)
375	385	Total matched to Rural Route with Box number **OPT – FILLER**	11	9(11)
386	396	Total matched to Street record **OPTIONAL – FILLER**	11	9(11)
397	407	Total matched to Highway Contract default **OPTIONAL – FILLER**	11	9(11)
408	418	Total matched to Building/Highrise with secondary **OPT – FILLER**	11	9(11)
419	429	Total matched to other **OPTIONAL – FILLER**	11	9(11)
430	440	Total matched to records with positive LACS flag **OPT – FILLER**	11	9(11)
441	451	EWS – No Match Count **OPTIONAL – FILLER**	11	9(11)
		Footnote Information: Number of responses containing each footnote code:		
		New Address Provided by NCOALink		
452	462	A – Match	11	9(11)
463	473	91 – Match with Secondary Number Dropped on COA (Old Side)	11	9(11)
474	484	92 – Match with Secondary Number Dropped on Input	11	9(11)

NCOA^Link LIMITED SERVICE PROVIDER
LICENSEE PERFORMANCE REQUIREMENTS

		NCOA^Link MONTHLY CUSTOMER SERVICE LOG LIMITED SERVICE PROVIDER Header Record (page 2 of 3)		
RECORD FROM	**POSITION TO**	**FIELD NAME and DESCRIPTION**	**LENGTH**	**COBOL**
		From NCOA^Link File Build		
485	495	01 – Match – Foreign Move	11	9(11)
496	506	02 – Match – Moved Left No Address	11	9(11)
507	517	03 – Match – PO Box Closed	11	9(11)
518	528	04 – No Match – Family move from Street Address w/Secondary	11	9(11)
529	539	05 – Match – New 11 digit DPBC is ambiguous	11	9(11)
540	550	06 – No Match – Middle Name Related	11	9(11)
551	561	07 – No Match – Gender Related	11	9(11)
562	572	08 – No Match – Conflicting Instructions	11	9(11)
573	583	09 – No Match – Family move from Highrise default	11	9(11)
584	594	10 – No Match – Family move from Rural/HC Route default	11	9(11)
595	605	11 – No Match – Individual move – Insufficient name data	11	9(11)
606	616	18 – No Match – Family move from General Delivery	11	9(11)
617	627	19 – Match – New Address not ZIP+4 codeable	11	9(11)
628	638	20 – No Match – Multiple Response – Conflicting Directions	11	9(11)
		From NCOA^Link File Run		
639	649	12 – No Match – Middle Name test failed	11	9(11)
650	660	13 – No Match – Gender test failed	11	9(11)
661	671	14 – Match – New Address would not convert	11	9(11)
672	682	15 – No Match – Individual Name insufficient on input to match	11	9(11)
683	693	16 – No Match – Secondary Number discrepancy	11	9(11)
694	704	17 – No Match – Different First Name	11	9(11)
		From "Daily Delete" Process		
705	715	66 – No Match – Input Address appears in "Daily Delete" suppression file	11	9(11)
		From DPV Processing of Input Addresses		
716	726	AA – ZIP+4 Match **OPTIONAL – FILLER**	11	9(11)
727	737	A1 – ZIP+4 No Match **OPTIONAL – FILLER**	11	9(11)
738	748	M1 – Primary Number missing **OPTIONAL – FILLER**	11	9(11)
749	759	M3 – Primary Number invalid **OPTIONAL – FILLER**	11	9(11)
760	770	P1 – Missing PO, RR or HC Box number **OPTIONAL – FILLER**	11	9(11)
771	781	P3 – Invalid PO, RR or HC Box number **OPTIONAL – FILLER**	11	9(11)
782	792	BB – DPV matched (all components) **OPTIONAL – FILLER**	11	9(11)
793	803	RR – DPV Matched to CMRA **OPTIONAL – FILLER**	11	9(11)
804	814	CC – Primary Number Match – Secondary present but invalid **OPTIONAL – FILLER**	11	9(11)
815	825	N1 – Primary Number Match – Secondary missing **OPTIONAL – FILLER**	11	9(11)
826	836	R1 – DPV Matched to CMRA– PMB number not present **OPTIONAL – FILLER**	11	9(11)
		Move Activity Summary		
837	847	ADDRESSES MATCHED MONTH 0	11	9(11)
848	858	ADDRESSES MATCHED MONTH 1	11	9(11)
859	869	ADDRESSES MATCHED MONTH 2	11	9(11)
870	880	ADDRESSES MATCHED MONTH 3	11	9(11)
881	891	ADDRESSES MATCHED MONTH 4	11	9(11)
892	902	ADDRESSES MATCHED MONTH 5	11	9(11)
903	913	ADDRESSES MATCHED MONTH 6	11	9(11)
914	924	ADDRESSES MATCHED MONTH 7	11	9(11)

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
		NCOA^{Link}MONTHLY CUSTOMER SERVICE LOG LIMITED SERVICE PROVIDER Header Record (page 3 of 3)		
925	935	ADDRESSES MATCHED MONTH 8	11	9(11)
936	946	ADDRESSES MATCHED MONTH 9	11	9(11)
947	957	ADDRESSES MATCHED MONTH 10	11	9(11)
958	968	ADDRESSES MATCHED MONTH 11	11	9(11)
969	979	ADDRESSES MATCHED MONTH 12	11	9(11)
980	990	ADDRESSES MATCHED MONTH 13	11	9(11)
991	1001	ADDRESSES MATCHED MONTH 14	11	9(11)
1002	1012	ADDRESSES MATCHED MONTH 15	11	9(11)
1013	1023	ADDRESSES MATCHED MONTH 16	11	9(11)
1024	1034	ADDRESSES MATCHED MONTH 17	11	9(11)
1035	1045	ADDRESSES MATCHED MONTH 18	11	9(11)
1046	1056	ADDRESSES MATCHED MONTH 19	11	9(11)
1057	1067	ADDRESSES MATCHED MONTH 20	11	9(11)
1068	1078	ADDRESSES MATCHED MONTH 21	11	9(11)
1079	1089	ADDRESSES MATCHED MONTH 22	11	9(11)
1090	1100	ADDRESSES MATCHED MONTH 23	11	9(11)
1101	1111	ADDRESSES MATCHED MONTH 24	11	9(11)
1112	1122	ADDRESSES MATCHED MONTH 25	11	9(11)
1123	1133	ADDRESSES MATCHED MONTH 26	11	9(11)
1134	1144	ADDRESSES MATCHED MONTH 27	11	9(11)
1145	1155	ADDRESSES MATCHED MONTH 28	11	9(11)
1156	1166	ADDRESSES MATCHED MONTH 29	11	9(11)
1167	1177	ADDRESSES MATCHED MONTH 30	11	9(11)
1178	1188	ADDRESSES MATCHED MONTH 31	11	9(11)
1189	1199	ADDRESSES MATCHED MONTH 32	11	9(11)
1200	1210	ADDRESSES MATCHED MONTH 33	11	9(11)
1211	1221	ADDRESSES MATCHED MONTH 34	11	9(11)
1222	1232	ADDRESSES MATCHED MONTH 35	11	9(11)
1233	1243	ADDRESSES MATCHED MONTH 36	11	9(11)
1244	1254	ADDRESSES MATCHED MONTH 37	11	9(11)
1255	1265	ADDRESSES MATCHED MONTH 38	11	9(11)
1266	1276	ADDRESSES MATCHED MONTH 39	11	9(11)
1277	1287	ADDRESSES MATCHED MONTH 40	11	9(11)
1288	1298	ADDRESSES MATCHED MONTH 41	11	9(11)
1299	1309	ADDRESSES MATCHED MONTH 42	11	9(11)
1310	1320	ADDRESSES MATCHED MONTH 43	11	9(11)
1321	1331	ADDRESSES MATCHED MONTH 44	11	9(11)
1332	1342	ADDRESSES MATCHED MONTH 45	11	9(11)
1343	1353	ADDRESSES MATCHED MONTH 46	11	9(11)
1354	1364	ADDRESSES MATCHED MONTH 47	11	9(11)
1365	1375	ADDRESSES MATCHED MONTH 48	11	9(11)
1376	1799	FILLER	424	X(424)
1800	1800	RECORD TYPE H = Header / D = Detail	1	X(1)
		CR/LF Carriage Return/Line Feed required at end of each record.		

NCOA^{Link} LIMITED SERVICE PROVIDER
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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
colspan="5"	**NCOA^{Link} MONTHLY CUSTOMER SERVICE LOG** **LIMITED SERVICE PROVIDER** **Detail Record** **(page 1 of 6)**
1	18	PAF ID Alphanumeric. Mailing List Processing Acknowledgment Form ID. 1-4　　Licensee ID (USPS assigned) 5-10　　List Owner SIC 11-12　　Frequency of processing 13-18　　List ID (Licensee assigned)	18	X(18)
19	28	PROCESSING CATEGORY Set values to identify the type of processing performed. EMP TRAIN, INT DB TST, MKTG TEST, NORMAL, STAGE I, STAGE II, SYS TEST	10	X(10)
29	29	ADDITIONAL NOTES The literal "A" in this field denotes that customer provided written request for longer processing period.	1	X(1)
30	30	PRE-PROCESSES PERFORMED N = None Y = Yes but with no data modifications D = Yes, data modifications from sources other than postal data P = Yes, data modifications from postal data only (ie: ZIP+4, DPV) B = Yes, data modifications from postal and other sources	1	X(1)
31	31	CONCURRENT PROCESSES PERFORMED N = None Y = Yes but with no data modifications D = Yes, data modifications from sources other than postal data P = Yes, data modifications from postal data only (ie:ZIP+4, DPV) B = Yes, data modifications from postal and other sources	1	X(1)
32	32	POST-PROCESSES PERFORMED N = None Y = Yes but with no data modifications D = Yes, data modifications from sources other than postal data P = Yes, data modifications from postal data only (LACS^{Link}) B = Yes, data modifications from postal and other sources	1	X(1)
33	33	STANDARD OUTPUT RETURNED Y = All NCOA^{Link} required output returned to client N = Post-processes modified return information (ie: updates applied to list) B = Post-processes modified return information; however, separate file containing all required output data was also returned	1	X(1)
34	34	MATCHING LOGIC APPLIED S = Standard (Business, Individual and Family matches allowed) I = Individual only B = Business only C = Individual and Business only	1	X(1)
35	35	DATA RETURNED C = COA Data Returned (including footnotes and processing statistics) F = Footnotes (no COA data included; may include processing statistics) S = Statistics only (no COA data or footnotes provided)	1	X(1)
36	37	NUMBER OF MONTHS REQUESTED By request of list owner, number of months for which COA data accepted	2	9(2)

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
colspan		**NCOA^{Link}MONTHLY CUSTOMER SERVICE LOG** **LIMITED SERVICE PROVIDER** **Detail Record** **(page 2 of 6)**		
38	38	CLASS OF MAIL Alphanumeric. Class of mail to be used for mailings produced from customer mailing list. A = First-Class only B = Periodicals only C = Standard Mail only D = Package Services only E = First-Class & Periodicals F = First-Class & Standard Mail G = First-Class & Package Services H = Periodicals & Standard Mail I = Periodicals & Package Services J = Standard Mail & Package Services K = First-Class, Periodicals & Standard Mail L = First-Class, Periodicals & Package Services M = First-Class, Standard Mail & Package Services N = Periodicals, Standard Mail & Package Services O = First-Class, Periodical, Standard Mail, Package Services	1	X(1)
		Processing Date Information		
39	46	DATE LIST RECEIVED FROM CUSTOMER Numeric. Format CCYYMMDD.	8	9(8)
47	54	DATE NCOA^{Link}PROCESSING BEGAN Numeric. Format CCYYMMDD.	8	9(8)
55	62	DATE NCOA^{Link}PROCESSING COMPLETED Numeric. Format CCYYMMDD.	8	9(8)
63	70	DATE LIST RETURNED TO CUSTOMER Numeric. Format CCYYMMDD.	8	9(8)
		Processing Statistics Summary		
71	81	TOTAL NUMBER OF RECORDS PROCESSED Total number of records presented on the original input list.	11	9(11)
82	92	TOTAL NUMBER OF NCOA^{Link}QUERIES PERFORMED Total number of all queries made into NCOA^{Link}including all variations of name and address attempted for each input record. (ie: nickname attempts; dropped secondary attempts)	11	9(11)
93	103	TOTAL NUMBER OF RECORDS MATCHED Results returned indicate match: Return codes A, 91, 92, 01, 02, 03, 05, 14, 19	11	9(11)
104	114	TOTAL NUMBER OF MATCHES REJECTED Results discarded based on Move Effective Date: Return code 00 generated due to age of COA	11	9(11)
115	125	TOTAL NUMBER OF RECORDS ZIP+4 CODED **OPT – FILLER**	11	9(11)
126	136	TOTAL NUMBER OF RECORDS DPV CONFIRMED **OPT – FILLER**	11	9(11)
		ZIP+4 Product Information		
137	166	ZIP+4 Software Name **OPTIONAL – FILLER**	30	X(30)
167	178	ZIP+4 Software Version **OPTIONAL – FILLER**	12	X(12)
179	186	ZIP+4 Directory (Data) Release Date **OPTIONAL – FILLER** Numeric. Format CCYYMMDD.	8	9(8)

NCOA^Link LIMITED SERVICE PROVIDER
LICENSEE PERFORMANCE REQUIREMENTS

		NCOA^Link MONTHLY CUSTOMER SERVICE LOG LIMITED SERVICE PROVIDER Detail Record (page 3 of 6)		
RECORD FROM	**POSITION TO**	**FIELD NAME and DESCRIPTION**	**LENGTH**	**COBOL**
		NCOA^Link Product Information		
187	216	NCOA^Link Software Name	30	X(30)
217	228	NCOA^Link Software Version	12	X(12)
229	236	NCOA^Link Data Release Date Numeric. Format CCYYMMDD.	8	9(8)
		DPV Product Information		
237	266	DPV Software Name **OPTIONAL – FILLER**	30	X(30)
267	278	DPV Software Version **OPTIONAL – FILLER**	12	X(12)
279	286	DPV Data Release Date **OPTIONAL – FILLER** Numeric. Format CCYYMMDD.	8	9(8)
		ZIP+4 Match Statistics		
287	297	Total matched to PO Box record **OPTIONAL – FILLER**	11	9(11)
298	308	Total matched to Highway Contract record with Box number **OPTIONAL – FILLER**	11	9(11)
309	319	Total matched to Rural Route default **OPTIONAL – FILLER**	11	9(11)
320	330	Total matched to Firm record **OPTIONAL – FILLER**	11	9(11)
331	341	Total matched to General Delivery **OPTIONAL – FILLER**	11	9(11)
342	352	Total matched to Building/Highrise default **OPTIONAL – FILLER**	11	9(11)
353	363	Total matched to Military ZIP **OPTIONAL – FILLER**	11	9(11)
364	374	Total matched to Non-deliverable **OPTIONAL – FILLER**	11	9(11)
375	385	Total matched to Rural Route with Box number **OPT – FILLER**	11	9(11)
386	396	Total matched to Street record **OPTIONAL – FILLER**	11	9(11)
397	407	Total matched to Highway Contract default **OPTIONAL – FILLER**	11	9(11)
408	418	Total matched to Building/Highrise with secondary **OPT – FILLER**	11	9(11)
419	429	Total matched to other **OPTIONAL – FILLER**	11	9(11)
430	440	Total matched to records with positive LACS flag **OPT – FILLER**	11	9(11)
441	451	EWS – No Match Count **OPTIONAL – FILLER**	11	9(11)
		Footnote Information: Number of responses containing each footnote code:		
		New Address Provided by NCOA^Link		
452	462	A – Match	11	9(11)
463	473	91 – Match with Secondary Number Dropped on COA (Old Side)	11	9(11)
474	484	92 – Match with Secondary Number Dropped on Input	11	9(11)
		From NCOA^Link File Build		
485	495	01 – Match – Foreign Move	11	9(11)
496	506	02 – Match – Moved Left No Address	11	9(11)
507	517	03 – Match – PO Box Closed	11	9(11)
518	528	04 – No Match – Family move from Street Address w/Secondary	11	9(11)
529	539	05 – Match – New 11 digit DPBC is ambiguous	11	9(11)
540	550	06 – No Match – Middle Name Related	11	9(11)
551	561	07 – No Match – Gender Related	11	9(11)
562	572	08 – No Match – Conflicting Instructions	11	9(11)
573	583	09 – No Match – Family move from Highrise default	11	9(11)
584	594	10 – No Match – Family move from Rural/HC Route default	11	9(11)
595	605	11 – No Match – Individual move – Insufficient name data	11	9(11)
606	616	18 – No Match – Family move from General Delivery	11	9(11)
617	627	19 – Match – New Address not ZIP+4 codeable	11	9(11)
628	638	20 – No Match – Multiple Response – Conflicting Directions	11	9(11)

		NCOA^{Link}MONTHLY CUSTOMER SERVICE LOG LIMITED SERVICE PROVIDER Detail Record (page 4 of 6)		
RECORD FROM	**POSITION TO**	**FIELD NAME and DESCRIPTION**	**LENGTH**	**COBOL**
		From NCOA^{Link} File Run		
639	649	12 – No Match – Middle Name test failed	11	9(11)
650	660	13 – No Match – Gender test failed	11	9(11)
661	671	14 – Match – New Address would not convert	11	9(11)
672	682	15 – No Match – Individual Name insufficient on input to match	11	9(11)
683	693	16 – No Match – Secondary Number discrepancy	11	9(11)
694	704	17 – No Match – Different First Name	11	9(11)
		From "Daily Delete" Process		
705	715	66 – No Match – Input Address appears in "Daily Delete" suppression file	11	9(11)
		From DPV Processing of Input Addresses		
716	726	AA – ZIP+4 Match **OPTIONAL – FILLER**	11	9(11)
727	737	A1 – ZIP+4 No Match **OPTIONAL – FILLER**	11	9(11)
738	748	M1 – Primary Number missing **OPTIONAL – FILLER**	11	9(11)
749	759	M3 – Primary Number invalid **OPTIONAL – FILLER**	11	9(11)
760	770	P1 – Missing PO, RR or HC Box number **OPTIONAL – FILLER**	11	9(11)
771	781	P3 – Invalid PO, RR or HC Box number **OPTIONAL – FILLER**	11	9(11)
782	792	BB – DPV matched (all components) **OPTIONAL – FILLER**	11	9(11)
793	803	RR – DPV Matched to CMRA **OPTIONAL – FILLER**	11	9(11)
804	814	CC – Primary Number Match – Secondary present but invalid **OPTIONAL – FILLER**	11	9(11)
815	825	N1 – Primary Number Match – Secondary missing **OPTIONAL – FILLER**	11	9(11)
826	836	R1 – DPV Matched to CMRA– PMB number not present **OPTIONAL – FILLER**	11	9(11)
		Move Activity Summary Age based on month and year of process date.		
837	847	ADDRESSES MATCHED MONTH 0 Total number of matches made with Move Effective Date (MED) corresponding to the process date.	11	9(11)
848	858	ADDRESSES MATCHED MONTH 1 Total number of matches made with MED 1 month prior to process date.	11	9(11)
859	869	ADDRESSES MATCHED MONTH 2 Total number of matches made with MED 2 months prior to process date.	11	9(11)
870	880	ADDRESSES MATCHED MONTH 3 Total number of matches made with MED 3 months prior to process date.	11	9(11)
881	891	ADDRESSES MATCHED MONTH 4 Total number of matches made with MED 4 months prior to process date.	11	9(11)
892	902	ADDRESSES MATCHED MONTH 5 Total number of matches made with MED 5 months prior to process date.	11	9(11)
903	913	ADDRESSES MATCHED MONTH 6 Total number of matches made with MED 6 months prior to process date.	11	9(11)
914	924	ADDRESSES MATCHED MONTH 7 Total number of matches made with MED 7 months prior to process date.	11	9(11)
925	935	ADDRESSES MATCHED MONTH 8 Total number of matches made with MED 8 months prior to process date.	11	9(11)
936	946	ADDRESSES MATCHED MONTH 9 Total number of matches made with MED 9 months prior to process date.	11	9(11)
947	957	ADDRESSES MATCHED MONTH 10 Total number of matches made with MED 10 months prior to process date	11	9(11)

NCOA^{Link} LIMITED SERVICE PROVIDER
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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
958	968	ADDRESSES MATCHED MONTH 11 Total number of matches made with MED 11 months prior to process date.	11	9(11)
969	979	ADDRESSES MATCHED MONTH 12 Total number of matches made with MED 12 months prior to process date.	11	9(11)
980	990	ADDRESSES MATCHED MONTH 13 Total number of matches made with MED 13 months prior to process date.	11	9(11)
991	1001	ADDRESSES MATCHED MONTH 14 Total number of matches made with MED 14 months prior to process date.	11	9(11)
1002	1012	ADDRESSES MATCHED MONTH 15 Total number of matches made with MED 15 months prior to process date.	11	9(11)
1013	1023	ADDRESSES MATCHED MONTH 16 Total number of matches made with MED 16 months prior to process date.	11	9(11)
1024	1034	ADDRESSES MATCHED MONTH 17 Total number of matches made with MED 17 months prior to process date.	11	9(11)
1035	1045	ADDRESSES MATCHED MONTH 18 Total number of matches made with MED 18 months prior to process date.	11	9(11)
1046	1056	ADDRESSES MATCHED MONTH 19 Total number of matches made with MED 19 months prior to process date.	11	9(11)
1057	1067	ADDRESSES MATCHED MONTH 20 Total number of matches made with MED 20 months prior to process date.	11	9(11)
1068	1078	ADDRESSES MATCHED MONTH 21 Total number of matches made with MED 21 months prior to process date.	11	9(11)
1079	1089	ADDRESSES MATCHED MONTH 22 Total number of matches made with MED 22 months prior to process date.	11	9(11)
1090	1100	ADDRESSES MATCHED MONTH 23 Total number of matches made with MED 23 months prior to process date.	11	9(11)
1101	1111	ADDRESSES MATCHED MONTH 24 Total number of matches made with MED 24 months prior to process date.	11	9(11)
1112	1122	ADDRESSES MATCHED MONTH 25 Total number of matches made with MED 25 months prior to process date.	11	9(11)
1123	1133	ADDRESSES MATCHED MONTH 26 Total number of matches made with MED 26 months prior to process date.	11	9(11)
1134	1144	ADDRESSES MATCHED MONTH 27 Total number of matches made with MED 27 months prior to process date.	11	9(11)
1145	1155	ADDRESSES MATCHED MONTH 28 Total number of matches made with MED 28 months prior to process date.	11	9(11)
1156	1166	ADDRESSES MATCHED MONTH 29 Total number of matches made with MED 29 months prior to process date.	11	9(11)
1167	1177	ADDRESSES MATCHED MONTH 30 Total number of matches made with MED 30 months prior to process date.	11	9(11)
1178	1188	ADDRESSES MATCHED MONTH 31 Total number of matches made with MED 31 months prior to process date.	11	9(11)
1189	1199	ADDRESSES MATCHED MONTH 32 Total number of matches made with MED 32 months prior to process date.	11	9(11)
1200	1210	ADDRESSES MATCHED MONTH 33 Total number of matches made with MED 33 months prior to process date.	11	9(11)
1211	1221	ADDRESSES MATCHED MONTH 34 Total number of matches made with MED 34 months prior to process date.	11	9(11)
1222	1232	ADDRESSES MATCHED MONTH 35 Total number of matches made with MED 35 months prior to process date.	11	9(11)
1233	1243	ADDRESSES MATCHED LIMONTH 36 Total number of matches made with MED 36 months prior to process date.	11	9(11)

NCOA^{Link} LIMITED SERVICE PROVIDER
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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
		NCOA^{Link}MONTHLY CUSTOMER SERVICE LOG **LIMITED SERVICE PROVIDER** **Detail Record** **(page 6 of 6)**		
1244	1254	ADDRESSES MATCHED MONTH 37 Total number of matches made with MED 37 months prior to process date.	11	9(11)
1255	1265	ADDRESSES MATCHED MONTH 38 Total number of matches made with MED 38 months prior to process date.	11	9(11)
1266	1276	ADDRESSES MATCHED MONTH 39 Total number of matches made with MED 39 months prior to process date.	11	9(11)
1277	1287	ADDRESSES MATCHED MONTH 40 Total number of matches made with MED 40 months prior to process date.	11	9(11)
1288	1298	ADDRESSES MATCHED MONTH 41 Total number of matches made with MED 41 months prior to process date.	11	9(11)
1299	1309	ADDRESSES MATCHED MONTH 42 Total number of matches made with MED 42 months prior to process date.	11	9(11)
1310	1320	ADDRESSES MATCHED MONTH 43 Total number of matches made with MED 43 months prior to process date.	11	9(11)
1321	1331	ADDRESSES MATCHED MONTH 44 Total number of matches made with MED 44 months prior to process date.	11	9(11)
1332	1342	ADDRESSES MATCHED MONTH 45 Total number of matches made with MED 45 months prior to process date.	11	9(11)
1343	1353	ADDRESSES MATCHED MONTH 46 Total number of matches made with MED 46 months prior to process date.	11	9(11)
1354	1364	ADDRESSES MATCHED MONTH 47 Total number of matches made with MED 47 months prior to process date.	11	9(11)
1365	1375	ADDRESSES MATCHED MONTH 48 Total number of matches made with MED 48 months or more prior to process date.	11	9(11)
1376	1387	OPERATOR ID Identification code for the operator who processed this list	12	X(12)
1388	1417	BUYER COMPANY NAME If list processed was for rent/sale/lease fulfillment, provide name of company (or individual) purchasing list	30	X(30)
1418	1422	MAILING ZIP CODE ZIP Code of Business Mail Entry Unit (BMEU) or Post Office at which mail will be submitted for mailing	5	9(5)
1423	1799	FILLER	377	X(377)
1800	1800	RECORD TYPE H = Header / D = Detail	1	X(1)
		CR/LF Carriage Return/Line Feed required at end of each record.		

Note: All numeric fields are right justified, zero filled.
All alphanumeric fields are left justified, spaced filled.
Note: This file shall be submitted in standard ASCII text format and electronically transmitted to the NCSC. The file shall be named using "C," the 4-character code assigned by the NCSC, the 1-character code for the month and the year with an extension of DAT. (e.g. CNAAAC02.DAT)

NCOA^{Link} LIMITED SERVICE PROVIDER
LICENSEE PERFORMANCE REQUIREMENTS

<table>
<tr><td colspan="6" align="center">PROCESSING ACKNOWLEDGEMENT FORM CUSTOMER INFORMATION
Header Record
(page 1 of 1)</td></tr>
<tr><td>RECORD FROM</td><td>POSITION TO</td><td>FIELD NAME</td><td>LENGTH</td><td>COBOL</td></tr>
<tr><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>1</td><td>4</td><td>PLATFORM ID
Alphanumeric. Licensee ID (USPS assigned)</td><td>4</td><td>X(4)</td></tr>
<tr><td>5</td><td>18</td><td>NUMBER OF RECORDS
Total number of records in the Processing Acknowledgement Form Customer Information file excluding Header Record</td><td>14</td><td>9(14)</td></tr>
<tr><td>19</td><td>599</td><td>Filler</td><td>581</td><td>X(581)</td></tr>
<tr><td>600</td><td>600</td><td>RECORD TYPE
H = Header / D = Detail</td><td>1</td><td>X(1)</td></tr>
</table>

NCOA^{Link} LIMITED SERVICE PROVIDER
LICENSEE PERFORMANCE REQUIREMENTS

<table>
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(page 1 of 1)</th></tr>
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<tr><td></td><td></td><td colspan="2"></td><td></td><td></td></tr>
<tr><td>1</td><td>18</td><td colspan="2">PAF ID
Alphanumeric. Mailing List Processing Acknowledgment Form ID.
1-4   Licensee ID (USPS assigned)
5-10   List Owner SIC
11-12 Frequency of processing
13-18 List ID (Licensee assigned)</td><td>18</td><td>X(18)</td></tr>
<tr><td>19</td><td>68</td><td colspan="2">Company Name</td><td>50</td><td>X(50)</td></tr>
<tr><td>69</td><td>118</td><td colspan="2">Address</td><td>50</td><td>X(50)</td></tr>
<tr><td>119</td><td>146</td><td colspan="2">City</td><td>28</td><td>X(28)</td></tr>
<tr><td>147</td><td>148</td><td colspan="2">State</td><td>2</td><td>X(02)</td></tr>
<tr><td>149</td><td>153</td><td colspan="2">ZIP Code</td><td>5</td><td>X(05)</td></tr>
<tr><td>154</td><td>157</td><td colspan="2">Plus 4 Code</td><td>4</td><td>X(04)</td></tr>
<tr><td>158</td><td>167</td><td colspan="2">Telephone Number</td><td>10</td><td>X(10)</td></tr>
<tr><td>168</td><td>217</td><td colspan="2">Name of person signing PAF</td><td>50</td><td>X(50)</td></tr>
<tr><td>218</td><td>267</td><td colspan="2">Title of person signing PAF</td><td>50</td><td>X(50)</td></tr>
<tr><td>268</td><td>275</td><td colspan="2">Date Signed by Customer (Numeric. Format CCYYMMDD.)</td><td>8</td><td>9(8)</td></tr>
<tr><td>276</td><td>276</td><td colspan="2">Type of PAF (I – Initial, R – Renewal, M – Modification)</td><td>1</td><td>X(1)</td></tr>
<tr><td>277</td><td>306</td><td colspan="2">List Name</td><td>30</td><td>X(30)</td></tr>
<tr><td>307</td><td>321</td><td colspan="2">Postal ID (reserved for future use)</td><td>15</td><td>X(15)</td></tr>
<tr><td>322</td><td>333</td><td colspan="2">Federal Tax Identification Number (TIN)
NOTE: Exclude all punctuation</td><td>12</td><td>X(12)</td></tr>
<tr><td>334</td><td>383</td><td colspan="2">Parent Company</td><td>50</td><td>X(50)</td></tr>
<tr><td>384</td><td>433</td><td colspan="2">Alternate Company Name
Used for marketing purposes or "dba" name</td><td>50</td><td>X(50)</td></tr>
<tr><td>434</td><td>449</td><td colspan="2">Broker/Agent ID
1-4   Licensee ID (USPS assigned)
5-10   Broker/Agent SIC
11-16 Broker/Agent ID (Licensee assigned)</td><td>16</td><td>X(16)</td></tr>
<tr><td>450</td><td>457</td><td colspan="2">Date Signed by Broker (Numeric. Format CCYYMMDD.)</td><td>8</td><td>9(8)</td></tr>
<tr><td>458</td><td>473</td><td colspan="2">List Administrator ID
1-4   Licensee ID (USPS assigned)
5-10   List Administrator SIC
11-16 List Administrator ID (Licensee assigned)</td><td>16</td><td>X(16)</td></tr>
<tr><td>474</td><td>481</td><td colspan="2">Date Signed by List Administrator (Numeric. Format CCYYMMDD.)</td><td>8</td><td>9(8)</td></tr>
<tr><td>482</td><td>489</td><td colspan="2">Date Signed by NCOA Licensee (Numeric. Format CCYYMMDD.)</td><td>8</td><td>9(8)</td></tr>
<tr><td>490</td><td>599</td><td colspan="2">Filler</td><td>110</td><td>X(110)</td></tr>
<tr><td>600</td><td>600</td><td colspan="2">RECORD TYPE
H = Header / D = Detail</td><td>1</td><td>X(1)</td></tr>
<tr><td></td><td></td><td colspan="2">CR/LF
Carriage Return/Line Feed required at end of each record.</td><td></td><td></td></tr>
</table>

Note: All numeric fields are right justified, zero filled. All alphanumeric fields are left justified, spaced filled.
Note: This file shall be submitted in standard ASCII text format and electronically transmitted to the NCSC. The file shall be named using "P," the 4-character code assigned by the NCSC, the 1-character code for the month and the year with an extension of DAT. (e.g. PNAAAC02.DAT)

A single PAF may be completed to cover processing for all lists submitted by the list owner provided that the officer signing the document has the authority to do so for each separate list. If multiple lists are covered by a single PAF, Licensee must record "MULTIPLE" in the space provided for the PAF ID on the pre-printed PAF. When "MULTIPLE" appears as the PAF ID, an itemization of the list names and corresponding PAF IDs assigned to each must be recorded on the back of the PAF.

All PAF information may be maintained in a single dataset within Licensee's system. At the time of reporting, Licensee must provide a single record of the PAF information for each unique PAF ID which appears in the Customer Service Log for the corresponding time period. A second record for a PAF ID will be necessary only if the list is processed before and after PAF renewal during the month in which that PAF is renewed.

NCOA^{Link} LIMITED SERVICE PROVIDER
LICENSEE PERFORMANCE REQUIREMENTS

		BROKER/AGENT / LIST ADMINISTRATOR INFORMATION **Header Record** **(page 1 of 1)**		
RECORD FROM	**POSITION TO**	**FIELD NAME**	**LENGTH**	**COBOL**
1	4	PLATFORM ID Alphanumeric. Licensee ID (USPS assigned)	4	X(4)
5	18	NUMBER OF RECORDS Total number of records in the Broker/Agent / List Administrator Information file excluding Header Record	14	9(14)
19	299	Filler	281	X(281)
300	300	RECORD TYPE H = Header / D = Detail	1	X(1)

		BROKER/AGENT / LIST ADMINISTRATOR INFORMATION **(page 1 of 1)**		
RECORD FROM	**POSITION TO**	**FIELD NAME**	**LENGTH**	**COBOL**
1	16	Broker/Agent / List Administrator ID 1-4 Licensee ID (USPS assigned) 5-10 Broker/Agent / List Administrator SIC 11-18 Broker/Agent / List Administrator ID (Licensee assigned)	16	X(16)
17	66	Company Name	50	X(50)
67	116	Address	50	X(50)
117	144	City	28	X(28)
145	146	State	2	X(02)
147	151	ZIP Code	5	X(05)
152	155	Plus 4 Code	4	X(04)
156	165	Telephone Number	10	X(10)
166	177	Federal Tax Identification Number (TIN) NOTE: Exclude all punctuation	12	X(12)
178	178	Broker (B) / List Administrator (L)	1	X(1)
179	299	Filler	121	X(121)
300	300	RECORD TYPE H = Header / D = Detail	1	X(1)
		CR/LF Carriage Return/Line Feed required at end of each record.		

Note: All numeric fields are right justified, zero filled.
All alphanumeric fields are left justified, spaced filled.
Note: This file shall be submitted in standard ASCII text format and electronically transmitted to the NCSC. The file shall be named using "B," the 4-character code assigned by the NCSC, the 1-character code for the month and the year with an extension of DAT. (e.g. BNAAAC02.DAT)

A Broker/Agent or List Administrator representative must sign the PAF of each of its customers. All information on these third parties may be maintained in a single dataset within Licensee's system. At the time of reporting, Licensee must provide a single record of the third party information for each unique ID which appears in the corres ponding PAF Information Log.

A Broker/Agent is defined as an external third party who generates business for Licensee. The Broker/Agent may or may not actually handle the mailer's lists for processes other than NCOA^{Link}. The Broker/Agent does not perform any address updates for the mailer.

A List Administrator is defined as a third party who maintains the database(s) of a mailing list owner. All address updates are performed by the List Administrator on behalf of the list owner. In instances where a list owner outsources maintenance of its data to Licensee, Licensee must be listed on the PAF and recorded in the Log files as the List Administrator.